ACTIVE CASES
Analysis October 2004 QA Results for Food Stamps

Sample Size: 83
        (drops excluded)

Totals for October 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	$17,123.00	8	$440	2.57%	2.57%
MILWAUKEE	8,022.00	5	256	3.19%	3.19%
BAL- STATE	9,101.00	3	184	2.02%	2.02%

ERROR CAUSES BY TYPE:
        5- Agency Preventable Errors
        3- Client Errors

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:
Of the 5 Agency Preventable Errors, 3 were in Milwaukee, and 1 each in Brown and Racine Counties.
2 Client Reporting Errors were in Milwaukee, 1 on Dane.

TYPES OF A.P.E. ERRORS (5):

Child Support (2):
* Agency made error in averaging 3 months' CS.
* Agency failed to act on reported change in CS.

Regular Earned Income (1):
Agency incorrectly budgeted earnings upon receipt of exceptioned EVF. The error was caused because of the budgeting of the earnings by the casehead. On 8/3/04 an electronic wage form was received but the worker got an alert 8/4 that it was "exceptioned." The agency worker recalculated the wages on 9/30/04. However, they used the wrong hours and rate. The employer verified on the form that the customer would be earning $10.15 hr., 67.5 hrs. per pay period biweekly x 2.15=$1,473.01 per mo., whereas the worker used what apparently was the customer's earlier statement of rate and hours.

Student Status (1):
* Agency failed to verify student status. Ineligible student got FS benefits.

Disability Payments (1):
* Agency failed to properly budget reported disability payments.

TYPES of CLIENT ERRORS (3):
Rent (2): client provided a fraudulent rent receipt. Client failed to report correct rent at review.
Earned Income (1): client failed to report a job at review.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?
Of five Agency Preventable Errors, two were made at application, two were made at review, and one was made at a reported change.

WHEN WERE THE CLIENT ERRORS MADE?
Two client reporting errors were at reviews, and one was at application.

TRENDS OR RECOMMENDATIONS:
Nothing stands out as predominant this month. There were two Child Support budgeting errors. Neither of them were because of complexity of the KIDS system. Rather one was a failure of the ES worker to read then entire disbursement listing for a month (didn't go to the "next page." The other was a failure to act on a change reported by the customer (CS from a wage lien was budgeted although the payor was sent to prison).

BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for October 2004 (including client errors):

Milwaukee County, $99 underissuance, Agency Preventable Error:
The agency continued to budget Child Support from a wage assignment after the customer reported the absent parent had been sent to prison.

Dane County, $108 Client Reporting Error:
The client had at one time provided proof that her employment with a cleaning firm would end because of decision to go to school. However she did not quit the job, and didn't go to school. At two subsequent review interviews she failed to report she was continuously working there.